



**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



## **ANNEX A.1 – TECHNICAL SPECIFICATIONS**

**Open Call for Tender**

**F-SE-12-T08**

**CATERING SERVICES**

## TABLE OF CONTENTS

<b>1</b>	<b>Background information.....</b>	<b>3</b>
<b>2</b>	<b>General Scope of the contract .....</b>	<b>3</b>
<b>3</b>	<b>Requested services .....</b>	<b>3</b>
<b>3.1</b>	<b>Provision of food and beverages for catering .....</b>	<b>3</b>
<b>3.2</b>	<b>Provision of staff for catering services .....</b>	<b>5</b>
<b>4</b>	<b>Order and delivery .....</b>	<b>6</b>
<b>5</b>	<b>General requirements .....</b>	<b>6</b>

## **1 Background information**

The European Agency for Fundamental Rights (the Agency) is situated at Schwarzenbergplatz 11, 1040, Vienna, Austria. The tender relates to the provision of catering services.

## **2 General Scope of the contract**

The main use and/or purpose of the contract between the Agency and the successful tenderer is to provide catering Services at the premises of the European Union Agency for Fundamental Rights.

The catering services relate only to the provision of catering costs for meetings organised at the premises of the Agency with a number of participants between 10-25 persons and includes catering services for meetings related to the bodies of the Agency Scientific Committee, Management Board, Executive Board (which may exceed the amount of guests mentioned above)

## **3 Requested services**

The contractor will be requested to provide the following services:

- Provision of food and beverages for catering purposes such as coffee breaks, cocktail reception and lunches
- Provision of related human resources for the set-up, serving and dismantling of the catering stations, where requested.

The above services are defined in more detail in the following sections.

### **3.1 Provision of food and beverages for catering**

The Contractor is requested to provide the catering services for meetings for from 10 up to 25 people at the premises of the Agency. The catering needs are defined below:

Coffee break timing (for events organized in Agency premises):

- Estimated duration – 15 to 30 minutes
- Between 9 a.m. and 11:30 a.m.
- Between 2 p.m. and 4:30 p.m.

Lunch break timing (for events organized in Agency premises):

- Estimated duration - 1 up to 1,5 hour
- Between 12 a.m. and 3 p.m.

This section defines the required services:

- Cold appetizers
  - Fingerfood: Small sandwiches (4 per person) and/or one-bite sandwiches (6 per person)
  - Vegetable appetizers
- Hot dish
  - Soup
  - Three options of main course (international cuisine), one meat meal, one fish meal and one vegetarian meal
  - Mix of salads
- Dessert
  - Biscuits
  - Cakes
  - Fruits
- Cold drinks
  - Natural and sparkling water
  - Juice (2 kinds)
  - Other beverages e.g. soft drinks
- Hot drinks
  - Coffee including decaffeinated option
  - Tea (black or green tea)
- Wine
  - White dry
  - Red dry

**All the above menu options should include vegetarian, halal, kosher and gluten-free options when requested specifically by the Agency. Therefore, it is a prerequisite to be able to provide such options.**

2) Considering the above mentioned information the Agency requires from the Contractor the following defined catering service packages.

In addition, for each item in the package the Contractor should include a minimum number of options. The options should be provided from the official catalogue of the Contractor. These will provide the flexibility to the Agency to choose from the listed options when ordering.

<b>Type of service</b>	<b>Standard package</b>	<b>Deluxe package</b>	<b>VIP package</b>
<b>Coffee break</b>	<ul style="list-style-type: none"> <li>▪ Hot drinks – 3 options (tea, coffee, chocolate)</li> <li>▪ Milk, sugar</li> <li>▪ Water – sparkling and still</li> <li>▪ Biscuits</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hot drinks – 3 options (tea, coffee, chocolate)</li> <li>▪ Milk, sugar</li> <li>▪ Water– sparkling and still</li> <li>▪ Biscuits</li> <li>▪ Biscuits – 5 options</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hot drinks</li> <li>▪ Cold drinks</li> <li>▪ Milk, sugar</li> <li>▪ Water</li> <li>▪ Cookies</li> <li>▪ Cakes</li> <li>▪ Fruits</li> </ul>

		▪ Cakes – 5 options	
<b>Lunch - buffet</b>	<ul style="list-style-type: none"> <li>▪ Cold appetizers – 15 options</li> <li>▪ Cold drinks – 3 options</li> <li>▪ Hot drinks – 3 options (tea, coffee, chocolate)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cold appetizers – 15 options</li> <li>▪ Hot dish – 6 options</li> <li>▪ Dessert – 5 options</li> <li>▪ Cold drinks – 3 options</li> <li>▪ Hot drinks – 3 options (tea, coffee, chocolate)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cold appetizers– 15 options</li> <li>▪ Hot dish – 6 options</li> <li>▪ Dessert– 5 options</li> <li>▪ Cold drinks - 3 options</li> <li>▪ Hot drinks – 3 options (tea, coffee, chocolate)</li> <li>▪ Wine 6 options: 2 red, 2 white and 2 sparkling</li> </ul>

**The Contractor shall also provide water (natural and sparkling on equal share) in the amount of 0,5 l per participant, for meeting(s) held in the conference / meeting room(s).**

The following table lists indicative number of meetings and related catering services per year.

<b>Type of service &amp; option</b>	<b>For 10 – 15 persons</b>	<b>For 15-25 persons</b>	<b>MB 45 persons</b>
Coffee break – standard option	15	15	
Coffee break –Deluxe option	15	5	
Coffee break – VIP option	5	5	3
Lunch – standard option	15	15	
Lunch – Deluxe option	15	5	
Lunch – VIP option	5	5	3

### **3.2 Provision of staff for catering services**

The Agency may request the catering services of personnel such as catering staff and waiters to prepare the catering stations serve the food and beverages and clean up after completion.

The Agency will provide facilities like tables and chairs and also there is a kitchen preparation area available for use. When used these areas need to be cleaned up. Waste should be separated for recycling purposes.

#### **4 Order and delivery**

The tenderer is expected to deliver at the Agency's premises the requested orders and all item prices should be all inclusive.

The Agency expects delivery of services from 07:30 until 17:30 from Monday to Friday.

#### **5 General requirements**

The present section aims to present the list of pre-requisites in relation to the requested services:

1. Timely delivery of services: The contractor should have the necessary resources to provide and organise catering services when requested by the Agency which will provide adequate notice period.
2. The contractor should appoint a contact person that will deal with the Agency's requests. The contact person or a replacement, shall be available via phone at all times during normal working hours (Monday to Friday, from 08.00 to 17.00).
3. The contractor should ensure that environmentally friendly actions are taken with regards to the disposal of the waste.
4. The contractor should be able to provide related cutlery and prepare a buffet and catering stations where necessary, including provision of table cloths.